



CLIMBING THE LADDER TO SUCCESS

PART THREE - PART A JE/JF

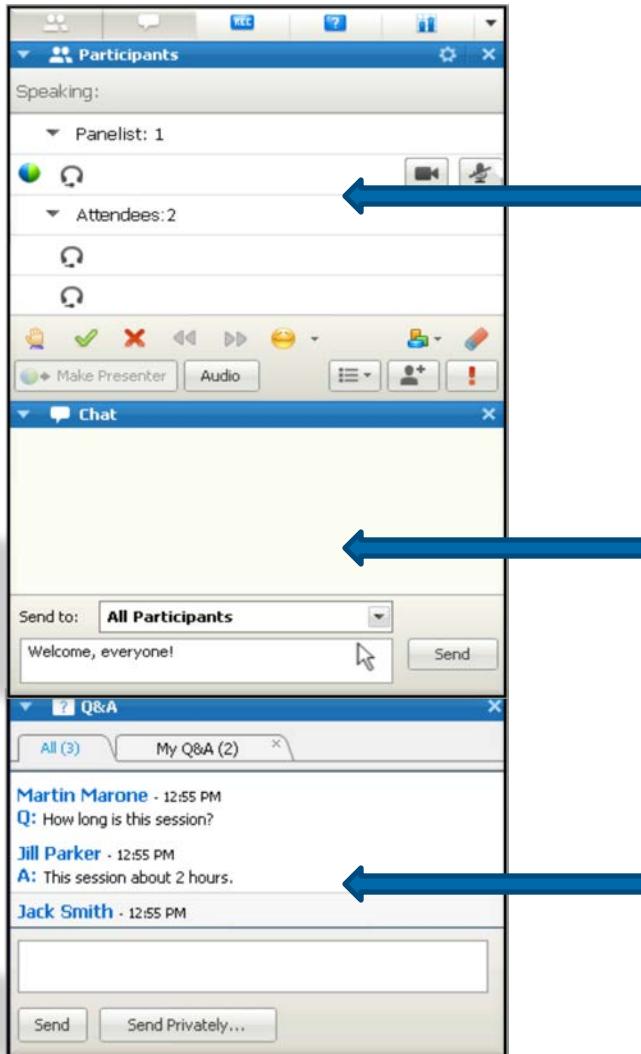
Presented by: Provider Outreach and Education
2014

NEW

Workshop Protocol

- Cannot register with WebEx using mobile device
 - Must use desktop or laptop
- When entering/throughout workshop – all lines muted
- Presentation emailed 3 days before webinar
 - Adobe PDF format (with printing instructions)
- Throughout workshop
 - Questions **pertinent** to workshop slide addressed
 - Address Q & A to “all panelists”; **not** to host directly
 - All other questions, call Part A Provider Contact Center
- Workshop conclusion
 - Asking questions aloud? Use “raise/lower hand” feature
 - MUTE phones – never place on HOLD

Using WebEx During Workshop



Participants

You have the option to ask a question at the end of the workshop. Use the raise/lower hand feature. Once your question is answered, you will need to lower the hand.

Chat

If you are not the person that registered for this workshop, enter your name, facility & city/state in this section. This helps track attendance for both you and Noridian.

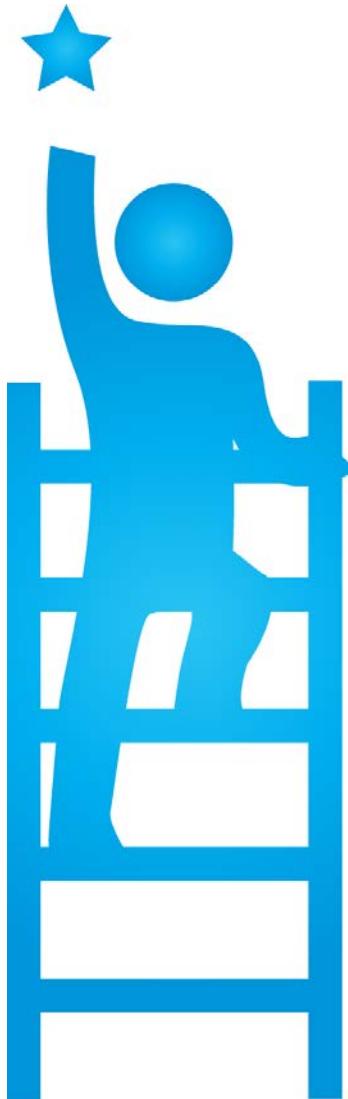
Q&A

If you have a question during the workshop, type your question in the box and send to all panelists, not the host. We will respond to questions in the order they are submitted. Keep questions to topic and previous slides discussed today.



Continuing Education Unit (CEU)

- When registering, add additional attendees
 - First and last names
- Attend entire workshop
 - Optional to stay for Q/A
- Take short polling survey
 - After closing out of webinar
- CEU emailed 3 days after presentation
 - Earn between .5 and 1.5 CEUs
 - No password or index number needed
 - All providers use CEU certificate
 - Certificate of Attendance no longer available



CLIMBING THE
LADDER TO
SUCCESS
one claim at a time

DISCLAIMER

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The information is provided “as is” without any expressed or implied warranty. While all information in this document is believed to be correct at the time of writing, this document is for educational purposes only and does not purport to provide legal advice.

All models, methodologies and guidelines are undergoing continuous improvement and modification by Noridian and CMS. The most current edition of the information contained in this release can be found on the Noridian website at <http://www.noridianmedicare.com> and the CMS website at <http://www.cms.gov>

The identification of an organization or product in this information does not imply any form of endorsement.

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OBJECTIVE

This presentation is designed to provide a clear understanding of the steps involved in correct submission of your claims.

Outlining the common errors and pitfalls that often plague providers and the steps involved in correcting those errors once they have occurred.

AGENDA

- Forms – Step Six
 - Locating the Proper Form for Your Needs
 - How to Avoid Delays in Submitting
 - Common Errors in Form Usage
- Endeavor, Listserv and the Noridian Website
 - Do you have all the tools
- Noridian/CMS Resources

ACRONYM	DESCRIPTION
ABN	Advance Beneficiary Notice of Non Coverage
CCI	Correct Coding Initiative
CERT	Comprehensive Error Rate Testing
CR	Change Request
EDISS	Electronic Data Interchange Support Services
IOM	Internet Only Manual
MLN	Medicare Learning Network
MPFS	Medicare Physician Fee Schedule
MSP	Medicare Secondary Payer



Healthcare Solutions

Forms

Step Six
Avoiding Returns

Using the Correct Forms

- When sending information to Medicare the difference between getting a timely response vs. a return to sender is often as easy as selecting the correct form or P.O Box.
- A misused or misdirected piece of correspondence can take up to 6 days for it to be sorted, reviewed, sent to the correct department or returned to the provider.

Most Common Form Errors

- Wrong form selected
- Mismarked state
- What kind of appeal – RA,CERT, ZPIC
- No signature or wrong person signs

Immediate Offset Request Form

- Immediate Offset Request Form
 - Noridian prefers faxed @ **701-277-6572**
- Includes your choice of:
 1. One-time request for the current overpayment and all future overpayments
 2. Request specific overpayment addressed in Demand letter

- Immediate Offset Request Form
- Provider/CFO signs
- https://www.noridianmedicare.com/partA/forms/docs/immediate_offset.pdf or
<https://med.noridianmedicare.com/documents/10521/13930/ImmediateOffsetJEA.pdf>
- 2 request choices

**Medicare Part A
Provider Request for Immediate Offset**

Please complete this form when requesting immediate offset of your Medicare payments to an outstanding Medicare debt. Fax this form along with a copy of the demand letter to 701-277-6572, Attn: Provider Audit.

Provider Name: _____

*Provider Number/NPI: _____

*Provider Contact: _____

*Phone #: _____

Date of Demand Letter: _____

*Letter Number: _____

State: _____

*Provider or CFO Signature: _____

*Please check one:

One-time request for the current overpayment and all future overpayments

Request on a specific overpayment addressed in a demand letter

*Required Fields

If you have any questions, please call 877-908-8431.

Comments:

Immediate Recoupment/Offset

- Standard “immediate recoupment/offset” process
- Must be signed by Provider or CEO/CFO
 - No signature? Noridian will not process
 - Noridian does **not** accept typing or initials
- Letter # is from demand letter
 - Middle of form-No transaction numbers
- Demand overpayments only
 - For Unsolicited Voluntary Refunds see website at
https://www.noridianmedicare.com/part-audit/voluntary_refund_self_disclosure_process.html or
<https://med.noridianmedicare.com/web/jea/audit-reimbursement/voluntary-refund>



Healthcare Solutions

Endeavor

Step Seven
Provider Portal

Endeavor Portal

- What can I do with Endeavor?
 - Check eligibility
 - Check claim status
 - View complete remittance advices
 - See my last 50 checks
 - Submit an appeal request
 - View claim processing comments

Endeavor Portal Web Pages

- JE:

[https://med.noridianmedicare.com/web/jea
/topics/endeavor](https://med.noridianmedicare.com/web/jea/topics/endeavor)

- JF:

<https://www.noridianmedicare.com/partac/claims/endeavor/index.php>

Endeavor New Registration

Welcome to Endeavor, Noridian Healthcare Solutions' application allowing access to Medicare claim and eligibility information.

Existing Users: Log in with your assigned Login and Password.

New Users: Select the 'New User Registration' button to get started.

[Bookmark / Add to Favorites](#)

Endeavor Login Page

Login:

Password:

By selecting the Log In button, I agree to abide by the terms of the following agreements:

[CPT/ADA Agreement](#) Updated on 12/21/2009

[Privacy Act Statement](#) Updated on 12/21/2009

[Endeavor Terms and Conditions](#) Updated on 01/20/2012

[Log In](#)

[New User Registration](#)

Registration₂

- Read through and acknowledge
 - Registration Requirements
 - CPT/ADA Agreement
 - Endeavor Privacy Statement
 - Terms and Conditions for use of Endeavor

Registration₃

User Self Registration

Fill all the Required Details below and click Next

Organization

First name *

Last name *

Organization Name *

User Type * Provider

* indicates required field



- Required Fields (*)
 - First and last name
 - Organization name
 - User Type:
 - Provider
 - Billing Provider
 - Clearing house
 - Third Party Billing Agent

Registration₄

i System Security Official Information

SSO First Name *	<input type="text"/>
SSO Last Name *	<input type="text"/>
SSO Phone *	<input type="text"/> - <input type="text"/> - <input type="text"/> - extn <input type="text"/>
SSO Fax *	<input type="text"/> - <input type="text"/> - <input type="text"/>
SSO Email *	<input type="text"/>

* indicates required field

- Icon System Security Official (SSO) describes SSO responsibilities

- SSO designated authority responsible for Endeavor use
 - Keep records up-to-date and first ones contacted if there is suspicious activity
 - All organizations are required to have SSO
 - SSO can be provider, office manager, executive officer or selected employee

After Registered - Log In Page

<p>Inquiry Options</p> <p>Eligibility</p> <p>Claim Status</p> <p>Remittance Advice</p> <p>Reopening/Appeal Status</p>	<p>Main Menu</p> <hr/> <p>Welcome to Endeavor</p> <p>Normal System hours for Part A and B are: Monday-Friday 6:00 AM to 8:00 PM (CST) and Saturday 7:00 AM to 3:00 PM (CST)</p> <p>Normal System hours for DME is: Monday-Friday 6:00 AM to 8:00 PM (CST) and Saturday 7:00 AM to 3:00 PM (CST)</p> <p>Information made available through the Endeavor application is offered to authorized users based on registration.</p>
<p>Admin Options</p> <p>Change Password</p> <p>Add Provider</p>	
<p>Logout</p>	
<p>Eligibility</p> <p>View a beneficiary's Medicare benefits: Eligibility, MCO, MSP, Home Health, Hospice, Hospital, SNF and ESRD.</p>	<p>Claim Status</p> <p>Locate the status of a single claim or range of claims submitted to Medicare. Authorized users may also initiate a redetermination on finalized claims.</p>
<p>Remittance Advice</p> <p>View and/or print remittance advice information for a single claim in a Medicare Remit Easy Print (MREP) format for Part B and DME. The PC Printformat is used for Part A.</p>	<p>Reopening/Appeal Status</p> <p>Query for status of open Redeterminations and Reopenings on a Provider basis.</p>
<p>Contact Us</p> <p>Phone, fax, email, written inquiry contact information.</p>	<p>Help</p> <p>Locate content guidelines and Endeavor functionality information.</p>



Endeavor New Functionality

Most Recent 50 Checks

Financial Inquiry

Select a provider by clicking on the Select Provider button and complete all mandatory fields marked with an asterisk.

Provider Details

Select Provider *

Identifier Type:* NPI

Identifier:*

Enter the corresponding PTAN:

PTAN*:

Submit Inquiry

Reset Values

Financial Results

Financial Inquiry Results

Provider:

Medicare Contract: A

Recent Check Issued

Only the most recent 50 checks are offered through Endeavor. The Contact Center can assist you if older information is required.

Check Number	Check Amount	Issue Date
--------------	--------------	------------

New Inquiry

Claim Processing Comments

Claim Status Detail

Provider
Beneficiary: HICN: Gender: DOB:

Full Claim Information

Basic Claim Information

Claim Status Summary

DCN:	Receipt Date:
Status:	MSP Ind.:
Total Charges:	Crossover Ind.:
Finalized Date:	Last Worked Date:
Provider Paid Amount:	Non-Covered Charges:
Check/EFT #:	Location:
Bill Type:	

Claim Status Line Details

Line	From DOS	To DOS	CPT	Modifier	Diagnosis Code	Allowed Amount	Contractual Amount	Patient Resp.	Provider Paid Amount	Reason Code
1										

[View Claim Processing Comments for this Claim](#)

[Return to Results](#)

[Begin Reopening/Appeal](#)

Claim Processing Comments₂

Claim Processing Comments Summary

The following notes are from the Noridian examiner who reviewed this claim:

[Return to Results](#)

Assistance

- Account access: passwords, locked accounts, functionality access
 - **User Security**
- Results: specific claim information, eligibility
 - **Customer Service**
- JE 855-609-9960
- JF 877-908-8431

Do Not Share

- Each user must register for his/her own account
- If contacted by anyone other than user, account is deleted

Resources

- User Manual
 - Step-by-step instruction on registration and usage

Survey

Endeavor Portal

Eligibility Benefits Inquiry

Select a provider by clicking on the Select Provider button and complete all mandatory fields marked with an asterisk.

Provider Details

Select Provider * Identifier Type:* NPI Identifier:*

Mandatory Beneficiary Details

HICN:*

Last Name:*

Provide at Least One of the Following Beneficiary Details

First Name:

Date of Birth:
(mm/dd/yyyy or mmddyyyy)

Optional Beneficiary Details

Suffix:

From Date:
(mm/dd/yyyy or mmddyyyy) To Date:
(mm/dd/yyyy or mmddyyyy)

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[Contact Us](#) [Endeavor Feedback](#) : External Link



Healthcare Solutions

The Website

Step Eight
Finding What You Need

Noridian JE Home Page



JE Part A

Browse
by Topic

Browse
by
Provider
Type

Fees & News

Fee Schedules,
Articles, Bulletins ...

Policies

LCDs, NCDs, IDEs...

Audit &
Reimbursement

Audit, Cost Report,
Credit Balance...

CERT &
Reviews

CERT, MR, Recovery
Auditor...

Education &
Outreach

Training Events,
Materials, ACTs...

Enrollment

Enroll, Changes,
Revalidation...

Forms

Downloadable Forms
and Links...

JE Part A / Home

I want to:

Read Latest Updates

View Fee Schedules

Access Active LCDs

Appeal a Claim Decision

Check Eligibility / Claim Status

View Quick Reference Billing
Guide

Register for a Workshop

**Noridian Customer Service
855-609-9960**

6 a.m.-5 p.m. PT, Monday-Friday.
General TVR inquiries available 24/7.

ALERTS & NOTICES

[See All](#)

Contact Center Closures for August Training

07/01/2014 | 11:42 AM

CMS approves training for Customer Service Representatives (CSRs) for up to eight hours per month. The goal of the training is to improve the consistency and accuracy of Noridian's answers to provider questions, to increase understanding of issues, and to facilitate CSRs retention of knowledge in order to provide the best customer service to the provider community.

Contact Center Closures for July Training

06/09/2014 | 02:12 PM

CMS approves training for Customer Service Representatives (CSRs) for up to eight hours per month. The goal of the training is to improve the consistency and accuracy of Noridian's answers to provider questions, to increase understanding of issues, and to facilitate CSRs retention of knowledge in order to provide the best customer service to the provider community.

Contact Center Closures for June Training

05/05/2014 | 12:58 AM

SYSTEM NOTICES

Systems Delayed

EDI

Endeavor
Users may receive
an error message
when
submitting/inquiring
status on Appeals.

Website

IVR

Customer Service

WELCOME NEW PROVIDER

Make the most out of your visit to the Noridian website by completing the following tasks as you investigate the website.

[Read More >](#)



**Incarcerated Beneficiary
Claim Denials**

Noridian JF Home Page



[Noridian Home](#) | [Medicare Part A](#)

You are here: [Noridian Home](#) > [Medicare Part A](#)

Select for expanded navigation

Medicare Part A

- [+ News and Publications](#)
- [+ Fee Schedules](#)
- [+ LCDs / Coverage / MR](#)
- [+ Education Center](#)
- [+ Appeals](#)
- [+ Enrollment](#)
- [+ New Provider / Biller](#)
- [+ Claims](#)
- [+ Endeavor / Online Claims](#)
- [+ Audit / Reimbursement](#)
- [+ CERT](#)
- [+ RA](#)
- [+ ICD-10](#)
- [Forms](#)
- [+ Contact](#)
- [+ Links](#)
- [+ Help](#)

[E-mail Newsletter Sign Up](#)

Medicare Part A

Medicare Administrative Contract (MAC) Jurisdiction F

Alaska, Arizona, Idaho, Montana, North Dakota,
Oregon, South Dakota, Utah, Washington, Wyoming

[Site Map](#) | [Search Guide](#) | [Advanced Search](#) | [Quick Search:](#) Go



Check Out Our New
Workshop Processes!

[Previous](#) | [Next](#)

[read more](#)

Top Links

- [What's New / Latest Updates](#)
- [Production Alerts/Notices](#)
- [Active LCDs](#)
- [Workshops
 - \[Archive/Educational Tools\]\(#\)](#)
- [Fee Schedules](#)
- [Bulletins](#)
- [Audit and Reimbursement](#)
- [NCD Related Coverage Articles](#)
- [Coverage Articles](#)
- [Welcome to Medicare](#)
- [Provider Contact Center \(PCC\)](#)
- [Acronyms](#)
- [Contact – Mailing Addresses](#)

Web Tools

- [Endeavor – Online Eligibility and Claim Status](#)
- [Direct Data Entry \(DDE\)
 - \[DDE Sign-On Instructions \\[PDF\\]\]\(#\)
 - \[DDE User's Guide \\[PDF\\]\]\(#\)
 - \[User Request Instructions/Form \\[PDF\\]\]\(#\)](#)
- [Quick Reference Billing Guide \[PDF\]](#)
- [Forms
 - \[Redeterminations \\[PDF\\]\]\(#\)
 - \[IDE Pre-Approval Data Submission Request \\[PDF\\]\]\(#\)
 - \[Immediate Offset Request \\[PDF\\]\]\(#\)
 - \[Provider CERT POC Form \\[PDF\\]\]\(#\)
 - \[MSP Form \\[PDF\\]\]\(#\)](#)
- [Calculators/Tools](#)
- [Web Tour](#)

Production Alerts – [view](#)

- [Claims in location UB9997](#)
- [Fax or Mailed Appeals Not Displaying in Endeavor](#)

Web Tour – [view](#)

[Incarceration Claim Denials](#)

Customer Service

877-908-8431

TTY: 877-261-4163

- [Interactive Voice Response \(IVR\)
 - \[IVR At-A-Glance \\[PDF\\]\]\(#\)](#)
- [Provider Contact Center \(PCC\)](#)
- [Enrollment](#)
- [User Security](#)
- [Electronic Data Interchange Support Services \(EDISS\)](#)

Customer Service Closures (CT)

[IVR Maintenance](#)

- [Every Tues/Thurs 7–9 p.m.](#)

Noridian Appreciates Feedback!

- Please complete Foresee Results Website Survey
- Provide constructive/complimentary feedback

The screenshot shows a survey pop-up window. At the top left is the Noridian logo with "Healthcare Solutions" underneath. At the top right is the ForeSee logo, which consists of the word "FORESEE" in white on a red triangle. In the center, the text reads "Thank you for visiting Noridian Medicare". Below that, a message encourages users to participate in a satisfaction survey to help enhance the site. At the bottom, there are two buttons: "No thanks" and "Yes, I'll give feedback". A note at the bottom left states that the survey is conducted by an independent company. A TRUSTe EU SAFE HARBOR logo is at the bottom right.

No thanks

Yes, I'll give feedback

This survey is conducted by an independent company ForeSee, on behalf of Noridian Medicare.

TRUSTe
EU SAFE HARBOR



LISTSERV

**Step Nine
Stay Informed**

Listserv

- What's so important about the listserv?
 - Gives you first hand communications right at your finger tips
 - Provides updates on pertinent information
 - Keeps you abreast of any special changes to your contractor operations
 - Gives alerts of urgent notifications
 - Allows you to sort information most important to your needs

Sign Up - Part A Medicare News!

- Receive most recent Noridian/CMS news
 - Tuesday/Friday
 - Simple/quick signup
 - Regulation/policy updates
 - Payment/reimbursement
 - Workshop/educational event notices
 - Noridian hours of availability/related notifications

JF

The screenshot shows a website interface for Medicare Part A. On the left, there is a sidebar with a blue header containing the text "Medicare Part A". Below the header is a list of links, each preceded by a plus sign (+). The links include: News and Publications, Fee Schedules, LCDs / Coverage / MR, Education Center, Appeals, Enrollment, New Provider / Biller, Claims, Endeavor / Online Claims, Audit / Reimbursement, CERT, RA, ICD-10 Forms, Contact, Links, and Help. To the right of this sidebar is a large blue downward-pointing arrow. At the bottom of the sidebar is a black button labeled "E-mail Newsletter Sign Up". The main content area has a light blue background. At the top of this area, the text "Keep Current" is displayed above a section titled "Email Updates". Below this, a sub-section says "Receive Medicare's 'Latest Updates' every Tuesday and Friday." At the bottom of the main content area is a blue rectangular button with the text "SUBSCRIBE >". In the bottom right corner of the main content area, there is a logo for CMS (Centers for Medicare & Medicaid Services), featuring a stylized "1" and the letters "CMS" with the full name "CENTERS FOR MEDICARE & MEDICAID SERVICES" underneath.

EDI Connect

<http://www.edissweb.com/blue/registration/>

EDI SUPPORT SERVICES For Medicare Providers

Search EDISS

Home News Registration Software/Connectivity Reports Training Vendors Contact EDISS

Home / Registration

Registration

Getting Started

- [Advantages of Electronic Claims](#)
- [Frequently Asked Questions \[PDF\]](#)
- [FAQ on 5010 Electronic Remittance Advice \(ERA\)](#)

Online Registration

EDISS 'Connect' is a user-friendly online registration tool that allows providers to update basic facility information, manage billing NPIs, update lines of business, add or change vendor associations, and select electronic transactions online.

The use of Connect is **required** for all providers. [Begin your online enrollment today by clicking on the following link: EDISS 'Connect'.](#)

Connect User Guides

- [Provider User Guide \[PDF\]](#)
- [Vendor User Guide \[PDF\]](#)

Provider Connect Tutorials

- [Registration](#)

EDISS-New Way to Stay Connected



EDISS Connect

Search...

Home | Help | Contact

Welcome

EDISS Connect - Registration & Management

Gain access to this free user-friendly online registration and management tool that allows providers to manage billing NPIs, update lines of business, add/or change vendor associations, select and test electronic transactions online.

[Register Now >](#)

Questions about the process? Read [Getting Started >](#)

Already have an account?

[Log In](#)

[Forgot username? >](#)
[Forgot password? >](#)

Not registered?? [Register Now >](#)



Resources

Step Ten
Know What Is Available

CMS Outreach & Education

- MLN Educational Products
- MLN Articles
- Web-Based Training Courses
- MLN Connects
 - National Provider Calls
 - Provider eNews
- Provider Compliance Interactive Map
 - Listing of Contractors by State

CMS MLN Products

- Available at:
 - <http://www.cms.gov/Outreach-and-Education/Medicare-Learning-Network-MLN/MLNProducts/index.html>

CMS MLN Connects – Weekly Provider eNews



Medicare Learning Network® Product Updates

August 15, 2014

New Products

[MLN Matters® Special Edition Article #SE1424](#), "Intravenous Immune Globulin (IVIG) Demonstration - Implementation" has been released and is now available in downloadable format. This article is designed to provide education on three year demonstration that CMS is conducting to evaluate the benefits of providing payment for the in-home administration of IVIG regarding the treatment of Primary Immune Deficiency Disease (PIDD). It includes background information, beneficiary eligibility requirements and billing details.

[MLN Matters® Special Edition Article #SE1425](#), "Extension of Provider Enrollment Moratoria for Home Health Agencies and Part B Ambulance Suppliers" has been released and is now available in downloadable format. This article is designed to provide education on the extension of the temporary moratoria for an additional 6 months in certain geographic locations. It includes background information and tables.

New Continuing Education Association Now Accepting MLN Web-Based Training Courses

The latest continuing education association to accept MLN web-based training (WBT) courses is the American Institute of Healthcare Compliance, Inc. (AIHC). AIHC joins the AAPC, American Association of Medical Assistants (AAMA), the American Association of Medical Audit Specialists (AAMAS), the American Medical Billing Association (AMBA), the California Certifying Board for Medical Assistants (CCBMA), the Healthcare Billing & Management Association (HBMA), the Medical Association of Billers (MAB), the National Academy of Ambulance Coding (NAAC), and the National Center for Competency Testing (NCCT), and the Practice Management Institute (PMI).

For more information about continuing education associations that accept MLN WBT courses, visit the [Association Approvals for WBT Credits](#) web page. If the association you belong to accepts outside credit sources and is not on the list, you should contact them to see if they are interested in working with the MLN. If they are interested, the association should email CMSCE@cms.hhs.gov.

Revised Products

The "[Screening, Brief Intervention, and Referral to Treatment \(SBIRT\) Services](#)" Fact Sheet (ICN 904084) was revised and is now available in downloadable format. This fact sheet is designed to provide education on screening, brief intervention, and referral to treatment services. It includes an early intervention approach that targets those with nondependent substance use to provide effective strategies for intervention prior to the need for more extensive or specialized treatment.

The "[Medicare Fraud & Abuse: Prevention, Detection, and Reporting](#)" fact sheet (ICN 006827) was revised and is now available in a downloadable format. This fact sheet is designed to provide education on preventing, detecting, and reporting Medicare fraud and abuse. It includes fraud and abuse definitions, as well as, an overview of the laws used to fight fraud and abuse, descriptions of the government partnerships engaged in preventing, detecting, and fighting fraud and abuse, and resources on how providers can report suspected fraud and abuse.

The "[Durable Medical Equipment, Prosthetics, Orthotics, and Supplies \(DMEPOS\) Information for Pharmacies](#)" Fact Sheet (ICN 905711) was revised and is now available in downloadable format. This fact sheet is designed to provide education for pharmacies on durable medical equipment, prosthetics, orthotics and supplies (DMEPOS). It includes information on accreditation by a Centers for Medicare & Medicaid Services (CMS) – approved independent national Accreditation Organization (AO) as well as information if a pharmacy wants to be considered for an exemption from the accreditation requirements.

The "[Medicare Learning Network® \(MLN\) Suite of Products & Resources for Educators and Students](#)" Educational Tool (903763) was revised and is now available in downloadable format. This educational tool is designed to provide education on products that supplement the health care educational curriculum at technical schools and community colleges. It includes information on Medicare Program basics, business requirements and federal initiatives and incentives as well as, suggested web-based training courses to challenge students.

The "[Medicare Learning Network® \(MLN\) Suite of Products & Resources for Billers and Coders](#)" Educational Tool (904183) was revised and is now available in downloadable format. This educational tool is designed to provide education on Medicare Program policies and procedures, accurate claims review and submission, business requirements and federal initiatives and incentives. It includes information and direct links to billing and coding products designed to equip office professionals with a better understanding of the Medicare Program basics and accurate billing procedures.

CMS Provider Compliance Educational Products₂



[Home](#) | [About CMS](#) | [Newsroom Center](#) | [FAQs](#) | [Archive](#) | [!\[\]\(4be02dac9417b9e8d32253d4bd08acc3_img.jpg\) Share](#) [!\[\]\(3eb1c29c850db96c728275e8f67f2870_img.jpg\) Help](#) [!\[\]\(f2278f31252413cae4b02ec6972195a0_img.jpg\) Email](#) [!\[\]\(67868087d3e149c9d07834036127e8d0_img.jpg\) Print](#)

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MLN Provider Compliance



Official Information Health Care Professionals Can Trust

Fast Fact

When a beneficiary receives an Evaluation and Management Service (E&M) service with a psychotherapeutic service on the same day, by the same provider, both services are payable if they are significant and separately identifiable and billed using the correct codes. For more information, please refer to [MLN Matters® Special Edition Article # SE1407](#).

[View previous fast facts](#)

The Medicare Learning Network® (MLN) Provider Compliance page contains educational products that inform health care professionals on how to avoid common billing errors and other improper activities when dealing with various CMS Programs. CMS' claim review program's overall goal is to reduce improper payment error by identifying and addressing coverage and coding billing errors. Since 1996, CMS has implemented several initiatives: to prevent improper payments before a claim is processed; and to identify, and recoup improper payments after the claim is processed.

The Downloads section contains MLN products, MLN Matters® Articles, and the "Archive of Medicare Quarterly Provider Compliance Newsletters" which have been designed to provide education on common billing errors and other improper activities. These lists, as well as other information in the Downloads and Related Links section, are updated as new products and articles are developed and existing products and articles are revised.

CMS Provider Compliance Educational Products₃

Downloads

- [Medicaid Program Integrity: Safeguarding Your Medical Identity Educational Products \[PDF, 185KB\]](#) 
- [Medicare Parts C and D Fraud, Waste, and Abuse Training and Medicare Parts C and D General Compliance Training \[ZIP, 2MB\]](#) 
- [Medicare Fraud & Abuse, Fact Sheet \(November 2012\) \[PDF, 665KB\]](#) 
- [Provider Compliance Educational Products \[PDF, 506KB\]](#) 
- [Fraud and Abuse Educational Products \[PDF, 195KB\]](#) 
- [Provider Compliance MLN Matters® Articles \[PDF, 172KB\]](#) 
- [Archive of Medicare Quarterly Provider Compliance Newsletters \[PDF, 366KB\]](#) 
- [MLN Catalog \[PDF, 5MB\]](#) 
- [How To Sign Up For MLN Educational Products Electronic Mailing List \[PDF, 172KB\]](#) 
- [How To Sign Up For MLN Matters® \[PDF, 200KB\]](#) 
- [CMS Electronic Mailing Lists: Keeping Health Care Professionals Informed \[PDF, 587KB\]](#) 

Related Links

- [Comprehensive Error Rate Testing \(CERT\)](#)
- [CERT Reports](#)
- [MLN General Information](#)
- [MLN Product Ordering Page](#) 
- [MLN Educational Web Guides](#)
- [MLN Multimedia](#)
- [MLN Matters Articles](#)
- [Web-Based Training \(WBT\) Courses](#) 
- [MLN Matters Electronic Mailing List](#)

CMS Provider Compliance Educational Products⁴

- Medicare Quarterly Provider Compliance Newsletter
 - Guidance to Address Billing Errors

CMS Provider Compliance Educational Products⁵

- Provider Compliance MLN Matters Articles

MM ARTICLE #	SUBJECT
SE1312	Billing for Visits to Patients in Swing Bed Facilities
SE1313	Place of Service Coding for Physician Services in an Outpatient Setting
SE1314	Duplicate Claims—Outpatient
SE1315	Pulmonary Procedures and Evaluation & Management (E/M) Services
SE1316	Incorrect Number of Units Billed for Rituximab (HCPCS J9310) and Bevacizumab (HCPCS C9257 and J9035) – Dose versus Units Billed
SE1317	Post-Acute Care Transfer - Underpayments
SE1318	Guidance To Reduce Mohs Surgery Reimbursement Issues
SE1319	Cataract Removal, Part B
SE1320	Add-on HCPCS/CPT Codes Without Primary Codes

CMS Internet Only Manuals (IOM)

- <http://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/Internet-Only-Manuals-IOMs.html>

Noridian Provider Education

- Need Provider Education?
 - See the Noridian Workshop Archive/Educational Tools
 - <https://www.noridianmedicare.com/partainfo/training/workshops/archive.html> or
<https://med.noridianmedicare.com/web/jea/education/event-materials>
 - External Provider Outreach & Education Request Form
 - <https://www.noridianmedicare.com/partainfo/contact/edu.html> or
<https://med.noridianmedicare.com/web/jea/education>

Noridian Provider Education₂

- JF Noridian Education Center
 - <https://www.noridianmedicare.com/partb/train/>
 - General Topics

Noridian Education Center

[Noridian Home](#) | [Medicare Part A](#)

[Site Map](#) | [Search Guide](#) | [Advanced Search](#) | [Quick Search:](#) Go

You are here: [Noridian Home](#) > [Medicare Part A](#) > [Education Center](#)

Select for expanded navigation

Medicare Part A

- [News and Publications](#)
- [Fee Schedules](#)
- [LCDs / Coverage / MR](#)
- Education Center**
- [Appeals](#)
- [Enrollment](#)
- [New Provider / Biller](#)
- [Claims](#)
- [Endeavor / Online Claims](#)
- [Audit / Reimbursement](#)
- [CERT](#)
- [RA](#)
- [ICD-10 Forms](#)
- [Contact](#)
- [Links](#)
- [Help](#)

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Medicare news and information!



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EDUCATION CENTER

Noridian offers providers a variety of avenues to attend training or access educational material.

Web-Based Workshops (Webinars)	A live presentation hosted by a Provider Outreach and Education (POE) Representative followed by a question and answer period.
In-Person Seminars	An in-person event for providers to gain more Medicare knowledge.
Workshop Archive / Educational Tools	Educational materials including web-based workshop presentations, self-paced education, workshop Q&A and other resources.
Calculators/Tools	Providers are encouraged to use a variety of calculators and self-service tools available.
Ask the Contractor Teleconferences (ACT)	A teleconference hosted by Noridian to allow providers to call in and ask questions on the specified topic for that call.
Provider Outreach and Education (POE) Advisory Group	The POE Advisory Group meets quarterly to assist Noridian in the creation, implementation, and review of our provider education and training strategy and efforts.
CMS Open Door Forums	CMS sponsored forums providing an opportunity for live dialogue between CMS and the stakeholder community at large. These forums are intended for all stakeholders who interact with CMS or work with consumers who rely on services that CMS provides.
Open Door Coverage Meetings	Open Public Meeting schedules
Education Request	Noridian encourages providers who would like additional one-on-one education to complete and send us this form.

Education Center Provider Type

- [Ambulance](#)
- [Critical Access Hospital \(CAH\)](#)
- [Comprehensive Outpatient Rehabilitation Facility \(CORF\)](#)
- [End Stage Renal Disease \(ESRD\)](#)
- [Federally Qualified Health Centers \(FQHC\)](#)
- [Inpatient Acute Prospective Payment System \(PPS\) Hospital](#)
- [Inpatient Psychiatric Facility \(IPF\)](#)
- [Inpatient Rehabilitation Facility \(IRF\)](#)
- [Long Term Care Hospital \(LTCH\)](#)
- [Outpatient Prospective Payment System \(OPPS\)](#)
- [Outpatient Therapy](#)
- [Rural Health Clinic \(RHC\)](#)
- [Skilled Nursing Facility \(SNF\)](#)

Education Center General Topics

- [Advance Beneficiary Notice of Noncoverage \(ABN\)](#)
- [Appeals](#)
- [Claim Submission](#)
- [CMS Medicare Learning Network \(MLN\)](#)
- [Compliance, Fraud, and Abuse](#)
- [Comprehensive Error Rate Testing \(CERT\)](#)
- [Direct Data Entry \(DDE\)](#)
- [Endeavor](#)
- [Local Coverage Determinations \(LCDs\) & National Coverage Determinations \(NCDs\)](#)
- [Medically Unlikely Edits/ National Correct Coding Initiative Edits/ Integrated Outpatient Code Editor](#)
- [Medicare Secondary Payer \(MSP\)](#)
- [New Provider New Biller](#)
- [Observation](#)
- [Preventive Services](#)
- [Recovery Auditor Contractor \(RA\)](#)
- [Remittance Advice](#)

Noridian JE Provider Education

- Provider Type:

<https://med.noridianmedicare.com/web/jea/provider-types>

- Topic Specific:

<https://med.noridianmedicare.com/web/jea/topics>

Noridian JE Provider Education₂

- Provider Type Resources

The screenshot shows the Noridian JE Provider Education website interface. At the top, there is a green header bar with the Noridian logo, a search bar, and navigation links for "Provider Portal: Endeavor Login", "Contact Us", and "Help". Below the header, the main content area is titled "JE Part A". On the left, there is a sidebar with links for "Browse by Topic" (white background), "Browse by Provider Type" (blue background), "Fees & News" (white background), "Policies" (white background), "Audit & Reimbursement" (white background), "CERT & Reviews" (white background), "Education & Outreach" (white background), "Enrollment" (white background), and "Forms" (white background). The "Browse by Provider Type" link is highlighted with a blue background. The main content area displays a grid of provider types:

BROWSE BY PROVIDER TYPE	Acute Inpatient Prospective Payment System (PPS) Hospital	Federally Qualified Health Center (FQHC)	Outpatient Therapy
Ambulance	Inpatient Psychiatric Facility (IPF)	Inpatient Rehabilitation Facility (IRF)	Provider Based Facilities
Critical Access Hospital (CAH)	Long Term Care Hospital (LTCH)	Rural Health Clinic (RHC)	
Comprehensive Outpatient Rehabilitation Facility (CORF)	Outpatient Perspective Payment System (OPPS)	Skilled Nursing Facility (SNF)	
End Stage Renal Disease (ESRD)			

Noridian JE Provider Education₃

- Topic Specific Education



JE Part A / Browse by Topic

BROWSE BY TOPIC

Advance Beneficiary Notice of Noncoverage (ABN)

Appeals

- Redetermination
- Reconsideration

Claim Submission

Direct Data Entry (DDE)

Electronic Data Interchange (EDI)

Endeavor - Provider Portal

- Login
- User Manual

Fraud & Abuse

ICD-10

Incentive Programs

Medicare Secondary Payer (MSP)

Who Pays First - MSP Decision Tree

Observation

Preventive Services

Remittance Advice (RA)

Welcome New Provider

Summary

- Enrolling and staying current with all your provider information will keep claims on the fast track.
- Checking claims before they go out the door for any inaccuracy's, missing information, and proper coding will save you time.
- Knowing what information and what forms to use can expedite your wait time.
- Technology is not just “trendy” it is a real time saver.
- Knowledge is power, so keep those resources handy.

“CONGRATULATIONS”

Now you have all the steps to help you be a success!



CLIMBING THE
LADDER TO
SUCCESS
one claim at a time

Upcoming Web-Based Workshops

Date	Time (CT)	Workshop Title
9/18/14	1:00 PM	RHC Coverage and Coding Requirements
9/23/14	1:00 PM	SNF/Swing Bed PPS & Consolidated Billing – Part One
9/25/14	1:00 PM	SNF/Swing Bed PPS & Consolidated Billing – Part Two
9/30/14	1:00 PM	Influenza/Roster Billing
10/7/14	1:00 PM	SNF No-Pay, Benefits Exhaust & Demand Bills
10/9/14	1:00 PM	SNF Consolidated Billing: Impact on Hospitals & Other Providers
10/14/14	1:00 PM	Reducing Claim Errors with the Medicare Learning Network (MLN) Products

Upcoming Web-Based Workshops

Date	Time (CT)	Workshop Title
10/16/14	1:00 PM	Quarterly Release Training – October 2014
10/21/14	1:00 PM	Direct Data Entry (DDE) – Part One
10/23/14	1:00 PM	Direct Data Entry (DDE) – Part Two
Register Soon!		
JF: https://www.noridianmedicare.com/part-a/train/workshops/index.html		
JE: https://med.noridianmedicare.com/web/jea/education/training-events		



Healthcare Solutions

Questions?

Thank you!